International Students Handbook

2015

52 High Street Southport Queensland 4215 Australia
PO Box 290 Southport Queensland 4215 Australia
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOME FROM THE HEAD OF SCHOOL</td>
<td>4</td>
</tr>
<tr>
<td>WELCOME FROM THE HEAD OF ADMISSION</td>
<td>4</td>
</tr>
<tr>
<td>ABOUT ST HILDA’S SCHOOL</td>
<td>5</td>
</tr>
<tr>
<td>ST HILDA’S SCHOOL</td>
<td>5</td>
</tr>
<tr>
<td>SCHOOL STRUCTURE</td>
<td>5</td>
</tr>
<tr>
<td>BOARDING HOUSE</td>
<td>5</td>
</tr>
<tr>
<td>FACILITIES</td>
<td>5</td>
</tr>
<tr>
<td>CURRICULUM AND ACADEMIC</td>
<td>6</td>
</tr>
<tr>
<td>CO-CURRICULAR ACTIVITIES</td>
<td>6</td>
</tr>
<tr>
<td>SCHOOL LIFE AT ST HILDA’S</td>
<td>7</td>
</tr>
<tr>
<td>TERM DATES</td>
<td>7</td>
</tr>
<tr>
<td>CLASS TIMES</td>
<td>7</td>
</tr>
<tr>
<td>ATTENDANCE</td>
<td>7</td>
</tr>
<tr>
<td>BEHAVIOUR</td>
<td>8</td>
</tr>
<tr>
<td>SPEAKING ENGLISH</td>
<td>8</td>
</tr>
<tr>
<td>USING YOUR MOBILE PHONE IN SCHOOL HOURS</td>
<td>8</td>
</tr>
<tr>
<td>UNIFORMS</td>
<td>8</td>
</tr>
<tr>
<td>STUDENT IDENTIFICATION CARD</td>
<td>8</td>
</tr>
<tr>
<td>PROGRESS REPORTS AND COMMUNICATIONS WITH PARENTS</td>
<td>8</td>
</tr>
<tr>
<td>COUNSELLING SERVICES</td>
<td>9</td>
</tr>
<tr>
<td>SUPPORT AND INTERVENTION PROCESSES</td>
<td>9</td>
</tr>
<tr>
<td>SCHOOLING IN QUEENSLAND</td>
<td>9</td>
</tr>
<tr>
<td>QUEENSLAND SCHOOL CALENDAR</td>
<td>9</td>
</tr>
<tr>
<td>ASSESSMENT AND EXIT STATEMENTS</td>
<td>9</td>
</tr>
<tr>
<td>INFORMATION ABOUT EDUCATION SYSTEM IN QUEENSLAND</td>
<td>10</td>
</tr>
<tr>
<td>ENROLLING AT ST HILDA’S SCHOOL</td>
<td>11</td>
</tr>
<tr>
<td>ACCREDITATION</td>
<td>11</td>
</tr>
<tr>
<td>ENTRY CRITERIA</td>
<td>12</td>
</tr>
<tr>
<td>ENGLISH LANGUAGE PROFICIENCY</td>
<td>12</td>
</tr>
<tr>
<td>ENGLISH LANGUAGE HIGH SCHOOL PREPARATION COURSE</td>
<td>12</td>
</tr>
<tr>
<td>ACADEMIC EVIDENCE</td>
<td>13</td>
</tr>
<tr>
<td>ACADEMIC REQUIREMENTS</td>
<td>13</td>
</tr>
<tr>
<td>SCHOOL EXPECTATIONS</td>
<td>13</td>
</tr>
<tr>
<td>GOVERNMENT REQUIREMENTS</td>
<td>13</td>
</tr>
<tr>
<td>ENTRY PROCESS</td>
<td>13</td>
</tr>
<tr>
<td>COURSE CREDIT</td>
<td>13</td>
</tr>
<tr>
<td>EDUCATIONAL OUTCOMES</td>
<td>13</td>
</tr>
<tr>
<td>EXPECTED OUTCOMES</td>
<td>14</td>
</tr>
<tr>
<td>FEES, CHARGES AND REFUND POLICY</td>
<td>14</td>
</tr>
<tr>
<td>AUSTRALIAN GOVERNMENT – ESOS Framework Providing quality education &amp; protecting your rights</td>
<td>14</td>
</tr>
<tr>
<td>SCHOOL’S CODE OF CONDUCT AND SCHOOL RULES</td>
<td>15</td>
</tr>
<tr>
<td>ENROLMENT APPLICATION PROCESS</td>
<td>15</td>
</tr>
<tr>
<td>LIVING IN AUSTRALIA</td>
<td>18</td>
</tr>
<tr>
<td>ABOUT AUSTRALIA</td>
<td>18</td>
</tr>
</tbody>
</table>

---

The Corporation of the Synod of the Diocese of Brisbane trading as St Hilda’s School Registered CRICOS Provider No 00510M
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Gold Coast</td>
<td>18</td>
</tr>
<tr>
<td>Culture and Customs</td>
<td>18</td>
</tr>
<tr>
<td>Language</td>
<td>18</td>
</tr>
<tr>
<td>What to Bring</td>
<td>18</td>
</tr>
<tr>
<td>Weather</td>
<td>19</td>
</tr>
<tr>
<td>Medical Facilities on the Gold Coast</td>
<td>19</td>
</tr>
<tr>
<td>Electricity in Australia</td>
<td>19</td>
</tr>
<tr>
<td>Mobile Phones &amp; Laptops</td>
<td>19</td>
</tr>
<tr>
<td>On your Flight</td>
<td>19</td>
</tr>
<tr>
<td>Money</td>
<td>20</td>
</tr>
<tr>
<td>Shopping</td>
<td>20</td>
</tr>
<tr>
<td>Safety</td>
<td>20</td>
</tr>
<tr>
<td>Sunsafe</td>
<td>20</td>
</tr>
<tr>
<td>Medical Treatment</td>
<td>21</td>
</tr>
<tr>
<td>Legal Issues</td>
<td>21</td>
</tr>
<tr>
<td>Employment</td>
<td>21</td>
</tr>
<tr>
<td>Postage &amp; Mail</td>
<td>21</td>
</tr>
<tr>
<td>Telephones</td>
<td>21</td>
</tr>
<tr>
<td>Appendix 1: Preparation Checklist</td>
<td>22</td>
</tr>
<tr>
<td>Appendix 2: Websites for Further Information</td>
<td>23</td>
</tr>
<tr>
<td>Appendix 3: Frequently Asked Questions</td>
<td>23</td>
</tr>
<tr>
<td>Appendix 4: Important Information and Emergency Contacts</td>
<td>27</td>
</tr>
<tr>
<td>Appendix 5: Useful Maps</td>
<td>29</td>
</tr>
<tr>
<td>Appendix 6: Quick Facts</td>
<td>30</td>
</tr>
<tr>
<td>Appendix 7: International Student Policies</td>
<td>31</td>
</tr>
<tr>
<td>Appendix 8: Beach Safety</td>
<td>42</td>
</tr>
<tr>
<td>Appendix 9: ESOS Framework</td>
<td>44</td>
</tr>
<tr>
<td>Appendix 10: Overseas Student Ombudsman</td>
<td>45</td>
</tr>
</tbody>
</table>
WELCOME FROM THE HEAD OF SCHOOL

Dear Students

At St Hilda’s School, we are devoted to providing a first-class education aimed at developing your best qualities, broadening your horizons and preparing you for the ever-changing demands of a career and equipping you to meet and enjoy the challenges of life in the 21st century.

I hope that this will be the commencement of a positive and rewarding relationship between yourself and St Hilda’s School and that you will gain much in terms of spirit, character and intellect, enriching you with wisdom, perspective and compassion and inspires you to look enthusiastically towards your future life.

I look forward to welcoming you to our community.

Yours sincerely

Peter Crawley
Head of School

WELCOME FROM THE HEAD OF ADMISSIONS

Dear International Students

I welcome you to Australia and to St Hilda’s School and hope your time with us is educational and enjoyable.

This Handbook has been designed to help you in your transition to life as an Australian. Some of the subjects covered in this Handbook are school life at St Hilda’s and in Australia; our culture and customs; our Overseas Student policies; and some useful, practical information. It may answer some of your questions, but probably not all of them – please ask any staff member any other questions you may have as they will be pleased to help you.

I hope it assists you in adjusting to your new learning environment at St Hilda’s School.

With my best wishes to you,

Yours sincerely

Mrs Tara Cuddihy
Head of Admissions
ABOUT ST HILDA’S SCHOOL

ST HILDA’S SCHOOL

St Hilda’s School was founded in 1912 when the Diocese of Brisbane purchased the Goyte-Lea boarding school for girls from its co-founder, Miss Helena Davenport. Goyte-Lea was renamed St Hilda’s School and Miss Catherine Bourne appointed as the first Headmistress. Miss Bourne purchased land at Southport for the expansion of the School which by 1914, catered for 56 boarders and 23 daygirls. The grand Whitby building was completed under Miss Bourne’s direction in 1918 while the elegant Assembly Hall, now known as The Langford Theatre, opened in 1938.

Today, St Hilda’s continues to expand its magnificent facilities to meet the needs of its vibrant community. The Abbey, a $4 million Preparatory Centre, opened in 2006. The $6 million Centre for Scientific Learning and Research, which set a new standard in interactive learning, opened in 2009.

The leafy 14-hectare campus of gardens and bushland at Southport, on Australia’s famous Gold Coast which is one hour drive from Brisbane’s international airport and one hour’s drive from the Gold Coast airport, It also features two libraries, Music and Performing Arts precincts, Visual Art and Technology hubs and the Chapel of St Hilda. Supporting the innovative learning spaces are playgrounds and sports precincts with two gymnasiums, a fitness centre, a heated 50m Olympic swimming pool, netball and tennis courts and an oval for hockey, touch, football and other sports.

St Hilda’s enrolment is approximately 1260 students. About 150 of these are boarders from around Australia and overseas.

SCHOOL STRUCTURE

St Hilda’s has a three schools structure, Junior School (Pre-Preparatory to Year 6), Middle School (Years 7 to 9) and Senior School (Years 10 to 12). The School also has a Boarding School, with four integrated houses catering for domestic and international students, from Years 6 to 12, which is located at the eastern end of the campus.

BOARDING HOUSE

St Hilda’s has been offering a caring community life for boarders for nearly a century. Boarders at St Hilda’s develop lifelong friendships, enjoy the support and good humour of those around them, develop skills that will equip them for independent living when they leave the security of the school environment and enjoy the many cultural and recreational opportunities that are available on the Gold Coast and in Brisbane.

Girls are cared for by staff including academic staff from the Day School, old girls of the School, qualified registered nurses, chaplains and counsellors and experienced boarding staff.

Boarding accommodation ranges from twin share areas to single rooms in the senior year. The School’s catering service endeavours to provide a familiar diet for girls from other countries.

FACILITIES

There are extensive facilities at St Hilda’s School to cater for the needs of every girl as she proceeds from Pre-Prep to Year 12. The school is completely wireless with data projectors in every classroom.

There are two language classrooms and an ESL/Learning Enhancement area. All classrooms have access to a television, DVD and video.

Design and Technology is taught in specialist areas. A large kitchen area caters for students of Food Technology in the Middle and Senior Schools. It is equipped with facilities for a class of 26. Two Design and Technology rooms cater for students undertaking practical work in these areas. A Multi-Media Laboratory is also used for courses in this area. The School Library contains a substantial online catalogue, audio-visual resources, video and sound editing equipment.

Senior Students are accommodated in large classrooms with verandas on one side. Staff are located in close proximity. The classrooms are gathered around a large covered courtyard. Learning in the Senior School is supported by 5 Science laboratories, Design and Technology Rooms, two performance spaces for Drama students and a large meeting room.

Students requiring Learning Enhancement or English as Second Language tuition are taught in a specialist area by trained staff.
A number of specialist Music rooms have been provided. There are two large practice/teaching rooms and a large number of practice and individual tuition rooms. Teaching rooms have access to electronic keyboards with IT links.

All students spend their break times in the landscaped courtyards, in shaded courtyard areas or in the areas specified near the school administration areas. Seating is provided as is climbing equipment for the younger girls.

All students benefit from the extensive sporting facilities that are provided. The school has a heated 50-metre pool and a large gymnasium complete with specialized gymnastic equipment to service the elite gymnastics program, tennis and basketball courts and a grass oval.

**CURRICULUM AND ACADEMIC**

St Hilda’s has a strong academic program and a progressive curriculum designed to prepare students for tertiary studies and careers of tomorrow. The School offers a broad curriculum to prepare students for studies in business, the arts, engineering, music, medicine, law and other fields which girls may pursue. Over 90% of seniors will go on to further study. The School provides comprehensive programs in music, art, drama, debating, and public speaking. St Hilda’s girls are encouraged to participate in sporting activities for relaxation and fitness.

**CO-CURRICULAR ACTIVITIES**

Co-curricular activities are those additional activities which are not taught in the usual classroom environment. The co-curricular dimension of an all-round education has never been more important than it is today. They expose students to community, state, and national organisations and thus create links to the “real world.” Co-curricular activities allow students to learn a variety of skills, many of which they will carry with them for life.

At St Hilda’s School we offer a wide range of co-curricular activities. Many significant life skills are taught or may be learned in the co-curricular program. These include leadership, decision-making and commitment, learning to take responsibility in the community, learning to work in teams and motivate others, learning to organise and learning to negotiate. Through their involvement in co-curricular activities students develop a sense of accomplishment and enhance their self-confidence by using their talents and responding to the challenges presented to them.
SCHOOL LIFE AT ST HILDA’S

TERM DATES

Term dates for 2015 are:

Term 1 – Tuesday 28 January – Wednesday 1 April
Term 2 – Tuesday 21 April – Thursday 18 June
Term 3 – Tuesday 14 July – Thursday 17 September
Term 4 – Wednesday 7 October – Thursday 26 November

Boarders can move into the Boarding House on the day prior.

CLASS TIMES

Students must arrive by 8.15 am each morning. Classes are held between 8.20 am and 3.25 pm Mondays to Fridays. Class times are:

<table>
<thead>
<tr>
<th>JUNIOR SCHOOL</th>
<th>MIDDLE/SENIOR SCHOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY TO FRIDAY</td>
<td>MONDAY, WEDNESDAY, FRIDAY</td>
</tr>
<tr>
<td>ROLL CALL</td>
<td>PERIOD 1</td>
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<td>PERIOD 1</td>
<td>8.30 - 9.20</td>
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<td>PERIOD 2</td>
<td>9.20 - 10.20</td>
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<td>RECESS</td>
<td>PC Group</td>
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<td>10.20 - 10.50</td>
<td>10.20 - 10.40</td>
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<td>PERIOD 3</td>
<td>PERIOD 4</td>
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<td>10.50 - 11.40 (T,T)</td>
<td>11.40 - 12.40 (T,T)</td>
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<td>PERIOD 4</td>
<td>PERIOD 5</td>
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<td>11.40 - 12.40 (T,T)</td>
<td>11.40 - 12.40 (T,T)</td>
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<td>LUNCH</td>
<td>LUNCH</td>
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<td>12.50 - 1.35 (M,W,F)</td>
<td>12.50 - 1.35 (M,W,F)</td>
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<td>12.40 - 1.25 (T,T)</td>
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<td>PERIOD 6</td>
<td>PERIOD 7</td>
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<td>2.30 - 3.25 (M,W,F)</td>
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<td>2.25 - 3.15 (T,T)</td>
<td>2.25 - 3.15 (T,T)</td>
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<td>ROLL CALL</td>
<td>PERIOD 7</td>
</tr>
<tr>
<td>3.15 - 3.25</td>
<td>Friday: QGSSSA Fixtures</td>
</tr>
</tbody>
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Punctuality is expected of staff and students. Students who are late should report to Student Reception before entering their class.

ATTENDANCE

Attendance is a serious matter, both for academic progress and to fulfil the requirements of your Australian student visa. Students are required to attend their lessons each day of the School week for the entire School day. International students who breach their attendance rate will be reported to the Department of Immigration and Border Protection (DIBP) and their visa may be cancelled.

If a student is absent from class, a telephone call must be made to Student Reception on 07 55777216 and a reason given for the absence. This must be followed by a note from the family, addressed to their Head of Year. A Doctor’s Certificate is required if a student is absent for more than one day.

The term dates are set one year in advance and must be adhered to. The School will not allow students to leave before the end of term or to return late from vacation unless there are exceptional circumstances.
BEHAVIOUR

Students are expected to behave in a respectful manner to other students and staff at all times. This means that it is important to be punctual and to listen carefully to any instruction.

- Class activities will be explained and, if a student is not clear about something, they should ask their class teacher.
- Homework is an integral part of the program and must be completed on time. Each student will receive a School Diary in which to write homework tasks.
- The school uniform must be worn correctly.
- Students are to speak English only in class.
- Students must ask teachers before they borrow any textbooks or equipment.
- No eating or drinking is allowed in the classrooms.
- Chewing gum is not allowed on the school grounds.
- Smoking and alcohol are banned.
- Students must remain on the School grounds once they arrive at School in the morning until they leave after 3.25pm. Students may not go to local shops during lunch times.

SPEAKING ENGLISH

As you are here to learn English it is important you take the opportunity to speak English whenever possible. Electronic translators may be used in some classes but teachers may ask students not to use them for some tasks. Purchase of a suitable English dictionary is advisable for tests and vocabulary extension.

Whilst it is understandable that you will continue to speak your first language, be aware that it is sometimes considered rude to use your own language in front of people who do not understand.

USING YOUR MOBILE PHONE IN SCHOOL HOURS

As a communication device, mobile phones, when used appropriately, offer students and their parents many advantages in terms of ease of communication and a sense of personal safety.

Mobile phones must be switched off during lessons, tests, when stored in a locker and during any school activity or event. They should not be used in any manner or place that is disruptive to the normal routines of School. They are brought to school and used entirely at the owner’s risk. The School will not accept any responsibility for theft, loss or damage. The student who owns the phone will be held responsible for its use.

UNIFORMS

It is expected that students take pride in the St Hilda’s School uniform, ensuring that the uniform is clean, tidy and worn correctly at all times. Students may not wear any visible jewellery except wrist-watches and small sleepers or small stud earrings (silver/gold/pearl or with a small gem stone), one per ear.

Hair must be kept clean, tidy and of natural colour. Girls with long hair below the collar are to tie it back using ribbons or fasteners in the School colours.

Students who travel to and from School on public transport must wear full St Hilda’s School uniform. This includes the school hat.

STUDENT IDENTIFICATION CARD

All students are issued with a Student Identification Card which you will receive shortly after you commence. This card entitles you to some student fares on public transport and to discounts at cinemas etc. The Student Identification Card must be carried at all times when travelling on a bus or train while using a concession/student ticket.

PROGRESS REPORTS AND COMMUNICATIONS WITH PARENTS

The School expects all students to work hard at their studies, to take part in school activities, including extra-curricular activities, and for parents to have an active interest in the progress made by their son or daughter.

For this reason, the School will regularly communicate with parents via School reports. School Progress Reports are posted to parents at the end of each semester.
The School will also wish to communicate with parents on other matters from time to time. In some cases, communications will be directly with parents (for example, School Newsletters).

COUNSELLING SERVICES

The School provides the following assistance to students. Please encourage students to ask the Head of Junior, Middle or Senior School if they are not sure where to go to for information about these services if there is a need at any time:

Academic counselling
- any problems with studies, including understanding subject content or assessment requirements, time management, classroom practices
- subject selection

Personal counselling
- any personal problems, including difficulties in adjusting to a new environment,
- physical or mental health issues
- communications strategies

Careers Counselling
All students are offered advice and information about careers planning, further studies or study pathways during their studies in Years 10-12. This includes a Subject Expo and individual career counselling as required.

SUPPORT AND INTERVENTION PROCESSES

The School will arrange additional assistance for students to help them successfully complete their studies if this is necessary. This may take the form of:
- Homework classes or tutorials after school
- changing timetabling or subjects to allow for greater ESL or subject related support
- creating a time management and study plan
- 1:1 teacher interviews to discuss assessment requirements, etc

Under Standards 10 and 11 of the 2007 National Code of Practice, the School may need to counsel students and prepare individual strategies to improve attendance or course progress.

If the School needs to implement strategies for monitoring attendance and / or improving course progress under these Standards, parents will be kept informed. If a student’s attendance or course progress does not improve to the required level after intervention, the School is required to report the student to DIBP for failure to meet visa conditions.

Copies of the School’s attendance and course progress requirements are available in the Policy Document provided in the prospectus, on the offer of a place and when the student commences in the School.

SCHOOLING IN QUEENSLAND

QUEENSLAND SCHOOL CALENDAR

The following is a general guide to the Queensland School Year. School Year Begins end January (usually after Australia Day public holiday on or near 26 Jan)

<table>
<thead>
<tr>
<th>SEMESTER 1, Term 1</th>
<th>approx. 10 weeks; (Easter Vacation approx. 2 weeks over Easter)</th>
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<tbody>
<tr>
<td>SEMESTER 1, Term 2</td>
<td>approx. 10 weeks; (Winter Vacation - 3 weeks end of June to mid-July)</td>
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<tr>
<td>SEMESTER 2, Term 3</td>
<td>approx. 10 weeks; (Spring Vacation - 2 weeks Sept-Oct)</td>
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<td>SEMESTER 2, Term 4</td>
<td>approx. 8 weeks; (Summer Vacation - December and January)</td>
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ASSESSMENT AND EXIT STATEMENTS

There are no public school examinations in Queensland. State-wide moderation of student results ensures state-wide educational standards are maintained. Assessment of students is formative as well as summative. In Years Prep-10 assessment is criterion-based within School programs. In years 11 and 12, assessment is also criterion-based, but within State-based guidelines. Queensland Studies Authority subjects in Years 11 and 12 studies lead to a Queensland Senior Certificate and Tertiary Entrance Statement at the end of Year 12. Years 11-12 students can also access vocational subjects which offer alternative pathways to further study or employment.
Guidelines for International Scripts for University Application: For overseas university applications students are sometimes required to have the reports from Year 9 to Year 12. Most universities also require the school to send them by certified mail. All scripts have to be certified and then posted. It is for this reason there is a charge of $200 per application for each university. The school will ensure that the application will be processed and sent within five working days. The fee is to be paid before the applications will be sent.

INFORMATION ABOUT EDUCATION SYSTEM IN QUEENSLAND

Overview of study pathways in Queensland

The QCE

The QCE is Queensland's senior school qualification, which is awarded to eligible students usually at the end of Year 12. The QCE offers flexibility in what is learnt, as well as where and when learning occurs. Students have a wide range of learning options; these can include senior school subjects, vocational education and training, workplace and community learning, as well as university subject's undertaken while at school.

To be awarded a QCE, students must have at least 20 credits in the required pattern, and fulfil literacy and numeracy requirements. All students who finish Year 12 receive a transcript of their learning account in the form of a Senior Statement, which is issued in December. After finishing Year 12 students who become eligible for the award of a QCE will receive a Statement of Results. A Statement of Results is a cumulative transcript of their learning account.

To be eligible for university entry, a student completing Year 12 does not need to be eligible for a QCE. However, a student must have a Tertiary Entrance Statement (TES) to be eligible to apply to study at any university or tertiary provider in Australia or overseas.

Please see the following links for further details:
- www.qsa.qld.edu.au/certificates/3167
- www.qsa.qld.edu.au/certificates/7474
- www.qsa.qld.edu.au/tertiaryentrance
Assessment in Queensland Schools:
Please see https://www.qcaa.qld.edu.au/ for an overview of assessment procedures by Year level in Queensland Schools.

Senior Assessment
Queensland's system of externally moderated school-based assessment for senior subjects is unique. In Queensland, senior students are taught and assessed by their schools. They do not undertake any subject-specific public exams - unlike students in other states and territories. A rigorous quality-assurance framework ensures reliable and comparable assessment of student achievement. Please see https://www.qcaa.qld.edu.au/ for a full description of Senior Assessment.

Tertiary Entry
Australian students studying in Queensland schools must be eligible to receive a ranking for tertiary entry. In Queensland eligible students are ranked by Overall Position (OP) and Field Position (FP). Eligible overseas students are given an “equivalent Ops and FPs” for the purposes of tertiary ranking. To be eligible, students must:

- complete study in 20 semester units of Authority subjects
- complete three of those subjects for four semesters each
- attend all four sessions of the QCS Test.

The equivalent OP and FPs are recorded on the visa student’s Tertiary Entrance Statement with the note that “Overall Position and Field Positions obtained are equivalent to those of Australian students”.

For full details of procedures, please see: https://www.qcaa.qld.edu.au/

In some cases, overseas students can apply for direct entry to the University of their Choice. The School Careers Counsellor can give advice in this case.

Information about tertiary entry is also available at: www.qtac.edu.au/index

Links to Queensland Universities are available at: http://www.studyqueensland.qld.edu.au/

ENROLLING AT ST HILDA’S SCHOOL

ACCREDITATION

St Hilda’s School is an approved school under the Accreditation of Non-State Schools Act 2001 and the Education Services for Overseas Students (ESOS) Act 2000, and is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider Number is 00510M.

At St Hilda’s School, Prep to Year 6 is Junior School; Years 7 to 9 is Middle School; and Years 10 to 12 is Senior School.

Recognition of prior learning will be given on production of school reports verifying the levels already completed. Correct level of entry may also be determined by testing overseas or at the school.

<table>
<thead>
<tr>
<th>Registered Courses</th>
<th>CRICOS Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Years P-6</td>
<td>086182M</td>
</tr>
<tr>
<td>Secondary Junior Years 7 to 10</td>
<td>086183K</td>
</tr>
<tr>
<td>Secondary Senior Years 11 to 12</td>
<td>004923B</td>
</tr>
</tbody>
</table>
ENTRY CRITERIA

International students applying to the School must undertake studies on a full-time basis, be academically qualified for the proposed course, proficient in English and have the financial capacity to cover all expenses including return air fares and living costs and they must be of good health.

ENGLISH LANGUAGE PROFICIENCY

English Language Proficiency Requirements

1. St Hilda’s School requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

2. The School assesses evidence of English language proficiency presented by a student at the time of application as well as results presented from the following test instruments.

Alternatively, St Hilda’s School accepts results from the following test instruments:

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry to Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not required</td>
<td>Direct entry. Year level of entry will be assessed based on the student’s age, current year level and education history including evidence of dedication to school work and age-appropriate achievement in literacy and numeracy</td>
<td>Prep to Year 6</td>
</tr>
<tr>
<td>AEAS AEAS tests compulsory before admission: Bandscale tests (administered by the School)</td>
<td>Average of 50% in English Language studies undertaken at their current school, as evidenced in school report, and 4 across all macro skills</td>
<td>Years 7 to 9</td>
</tr>
<tr>
<td>AEAS tests compulsory before admission: Bandscale tests (administered by the School)</td>
<td>Must need no more than 8 weeks intensive English, and 4 across all macro skills</td>
<td>Year 10</td>
</tr>
<tr>
<td>AEAS tests compulsory before admission: Bandscale tests (administered by the School)</td>
<td>Must need no more than 6 weeks intensive English, and 5 across all macro skills</td>
<td>Year 11</td>
</tr>
<tr>
<td>AEAS tests compulsory before admission: Bandscale tests (administered by the School)</td>
<td>Should not require intensive English. 6 across all macro-skills</td>
<td>Year 12</td>
</tr>
</tbody>
</table>

3. Where a student’s proficiency in the use of the English Language is insufficient to make it likely that she will succeed in the course for which she is seeking to enrol, the School will ask that she undertake three to six months’ study at an ELICOS centre before entering the School, in which case the School may issue a conditional offer of enrolment.

4. Students wishing to enter the school below Year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

ENGLISH LANGUAGE HIGH SCHOOL PREPARATION COURSE

If you are to attend an ELICOS prior to commencing with St Hilda’s School, the following English language schools are located within 5km of St Hilda’s School.

Imagine Education Australia
PO Box 4931
Gold Coast Mail Centre
BUNDALL QLD 4217
Phone: 61 7 5574 2921

Australian International College of Language
Unit 8 Stradbroke Plaza
66 Marine Parade
SOUTHPORT QLD 4215
Phone: 61 7 5531 1990
ACADEMIC EVIDENCE

International students applying for enrolment at St Hilda’s School are required to provide the following records showing satisfactory levels of academic achievement and English language skills appropriate to the registered courses being offered: For more information see Enrolment Application Process.

1. English language proficiency test result (as set out above)
2. Certified translations into English of the student’s school reports for the past two years
3. Copies of any certificates of public examinations (where applicable)
4. A photocopy of the student’s passport.
5. A Letter of Release from the current Australian school, together with academic reports (if applicable).

ACADEMIC REQUIREMENTS

The minimum academic requirements are:

- **Years 1 to 6 students** – evidence of the student’s application to school work and age-appropriate achievement in the literacy and numeracy areas of the curriculum.
- **Years 7 to 12** – a pass level of 55 per cent or “C” grade or better for the majority of core subjects.

Students will be considered for the year level appropriate to their previous learning experience and age.

SCHOOL EXPECTATIONS

Students must abide by the School Expectations and the terms and conditions specified in the Application for Admission and the Enrolment Agreement. Students shall attend all applicable lessons, classes, tests and examinations during a course as well as submitting all assignments that are applicable to their chosen subjects.

Students are required to start on the first day of each term and finish on the last day of each term so they are enrolled and participating in school life for the full year. Failure to do so may result in cancellation of enrolment. Exception may only be made with the specific permission of the Head of School.

GOVERNMENT REQUIREMENTS

Students must comply with the requirements of the Department of Immigration and Border Protection (DIBP) regarding regulations governing international student entry to Australia.

ENTRY PROCESS

The required records, as set out above in Academic Evidence above, and the registration fee must accompany a completed Application for Admission Form.

Applications from international students are processed according to established policy and procedures and are dealt with on their merits. If a place is offered, the applicant’s parents must complete the Enrolment Agreement Contract which must be returned to the School. A copy is provided to parents.

COURSE CREDIT

Entry into any course is subject to the assessment of the School. Course credit may only be offered as outlined below:

- For students transferring from interstate up to Year 10, the School does not offer course credit and entry into any course is subject to the assessment of the School.
- For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.
EDUCATIONAL OUTCOMES

All subjects and courses offered to international students have stated educational outcomes as specified in the curriculum documents and individual work programs.

- Students who complete Primary Years P to 6 courses are eligible for entrance to Year 7.
- Students who complete Secondary Junior Years 7 to 10 courses are eligible for entrance to Year 11.
- Students who complete Secondary Senior Years 11 to 12 courses are eligible for a Queensland Certificate of Education and may be eligible for a Tertiary Entrance Statement.

Subject Selection Information Booklets for girls entering Years 9 to 12 provide a summary of subjects and courses, and are available on our website to international students prior to their taking up the place to assist them in making a suitable selection.

EXPECTED OUTCOMES

In the selection process and at the point of entry, every effort is made to ensure that international students will have a reasonable chance of success in the courses they are undertaking. It is expected that a student should demonstrate continuing progress or achieve a C average or above in most subjects.

FEES, CHARGES AND REFUND POLICY

The current Fee Schedule for Overseas Students together with conditions relating to payment of fees is included with the prospectus materials. It sets out the terms and conditions relating to the payment of fees.

Fees are subject to an annual increase of from 4% to 8% depending on economic factors. The School has a policy relating to refunds of fees and this is made available to students prior to entering into a contract with the student.

More detailed information on the School, its environment and the courses offered are available on the School’s website – www.sthildas.qld.edu.au

AUSTRALIAN GOVERNMENT – ESOS Framework Providing quality education & protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of tuition fee. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
• when your enrolment can be deferred, suspended or cancelled
• what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
• if attendance will be monitored for your course, and
• a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an Overseas Student on a student visa, you have responsibilities to:

• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the Written Agreement with your education provider
• inform your provider if you change your address and contact details
• maintain satisfactory course progress
• if attendance is recorded for your course, follow your provider’s attendance policy, and
• if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.


Department of Foreign Affairs and Trade

As well as links from the DIBP website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies.html has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

SCHOOL’S CODE OF CONDUCT AND SCHOOL RULES

Students must abide by the School’s Code of Conduct and Rules and the terms and conditions specified in the Application for Admission and the Enrolment Agreement. Students shall attend all applicable lessons, classes, tests and examinations during a course as well as submitting all assignments that are applicable to their chosen subjects.

Students are required to start on the first day of each term and finish on the last day of each term so they are enrolled and participating in school life for the full year. Exception may only be made with the specific permission of the Head of School.

ENROLMENT APPLICATION PROCESS

Enrolment applications may be lodged at any time and for any Year level, however, the best time for lodgement is mid-year for enrolment the following year and students are encouraged to enrol in Year 11 or earlier if wishing to complete secondary school studies.

Step 1

Enquire if the School has a place available for you and provide the following information.

• Date of Birth
• Year Level requested for Enrolment
• An AEAS Assessment of English language proficiency (www.aeas.com.au) and advice whether English Language Intensive High School Preparation Course for Overseas Students (ELICOS) is required.
• Course start date and period of time for studies
• Any special needs or requirements
Step 2

St Hilda's School will either

- Confirm that a place is available and ask you to submit an Enrolment Application; or
- advise you if no placement is available.

Step 3

Student/family/agent should complete the Enrolment Application form and submit it with photocopies of the following:

- Student’s Birth Certificate
- Student’s last two (2) school reports, (translated into English and certified as a true and correct copy if necessary)
- Reference from the student’s School Principal
- Documents to indicate student’s level of English
- Student’s passport
- Student’s visa (if already issued)

Application Processing Time is approximately 14 days if all documentation is submitted.

Step 4

You will be contacted and advised of the outcome of the student’s application, or will be asked to provide further information.

Parents and students should understand the following requirements and conditions (see Appendix 7):

- Terms and Conditions of Enrolment
- Course entry requirements
- Course information, qualification and assessment practices
- Fees Schedules and the fact that fees may change
- Refund Policy
- Complaints and Appeals Policy
- Attendance and Course Progress Policy
- Accommodation and Welfare Policy
- Grounds for deferring, suspending or cancelling enrolment
- School Code of Conduct
- ESOS Framework
- Other information as required under 2007 National Code Standard 2
- School location, facilities and resources
- Information about course credit (if applicable)
- Indicative costs of living

Step 5

When a place is offered, please ensure the following documents are completed and signed by parents:

- Signed agreement all policies and conditions have been understood and accepted
- Completed medical information form. Please make sure parents understand it is very important for the school to have full details of any medical or psychological condition that requires medication or medical supervision, and any learning difficulties or special needs a student may have.

If student is under 18 years of age, please make sure parents understand and sign permissions for:

- Attendance at school arranged excursions, activities, etc.
- School use of images for publicity purposes
- Authorisation of staff to arrange emergency medical assistance
- Authorisation of staff to access student’s visa status and study rights through VEVO
- Accommodation permissions and leave / travel arrangements
Step 6
If the student intends to accept the Offer of Enrolment, one semester’s fees are payable in advance. Please advise the School how / when payment of fees is being made. Banking details are:

<table>
<thead>
<tr>
<th>Swift Code:</th>
<th>NATAAU3303M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch:</td>
<td>National Australia Bank, Southport</td>
</tr>
<tr>
<td>Branch No.</td>
<td>084917</td>
</tr>
<tr>
<td>Account Name</td>
<td>The Council of St. Hilda’s School</td>
</tr>
<tr>
<td>Account No.</td>
<td>017229207</td>
</tr>
</tbody>
</table>

Step 7
The School will issue an eCoE after receiving cleared funds. If the student is to live in the Boarding House, a Welfare Undertaking will also be issued. Note: Welfare letters are only issued to students residing in accommodation approved by the School. Evidence of OSHS will also be provided if the School is arranging health cover.

Step 8
The Student can now apply for a Student Visa with the appropriate Australian Immigration Office. For further details regarding visa requirements, please refer to the website of the Department of Immigration and Border Protection (DIBP): www.immi.gov.au

Step 9
When the Student Visa has been approved, the Student can make travel arrangements and any necessary transit accommodation bookings.

Step 10
Student arrives in Australia! If the Student is to live in our Boarding House the School will generally make arrangements to travel to the School with Coachtrans Airporter Service which will bring students to the School’s Boarding House.

Before entering the Boarding House, for health and safety reasons, all boarders must have a medical check-up by an Australian registered physician.

Step 11
The School will provide an orientation for students on arrival. This includes information about:

- Support services available to the student
- Legal services if needed
- Emergency and health services
- School facilities and resources
- Complaints and Appeals processes
- Visa conditions relating to course progress and attendance
- Overseas Student Health Cover
- Key members of staff
- Extra-curricular activities
- School timetable and routines
- Transport services
- Local community
- Information about accommodation and the requirement to stay in school approved accommodation arrangements

The School will arrange to assist the student to do the following after the student’s arrival, as necessary:

- Contact parents to confirm safe arrival
- Open a bank account
- Connect to a mobile phone service
- Shop for any personal items

Step 12
Classes begin!
LIVING IN AUSTRALIA

ABOUT AUSTRALIA

Australia is one of the best places in the world to live while you learn. The standard of living is amongst the highest in the world, yet costs remain competitive. Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests.

Australia is the sixth largest country in the world and has the lowest population density per square kilometre. It has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

THE GOLD COAST

Australia's Gold Coast is a very unique city, and one of the world’s best year round holiday destinations. It has everything that is great about Australia, all in one easy to reach location. A spectacular coastline, World Heritage listed rainforest, exciting city centre, theme parks, shopping, restaurants and year round events. Fun is at the heart of any Gold Coast holiday with attractions such as Dreamworld, White Water World, Sea World, Warner Bros. Movie World, Wet ‘n’ Wild Water World, Australian Outback Spectacular, Currumbin Wildlife Sanctuary and Infinity delivering worlds of thrills and wildlife encounters.

It is more than the man-made experiences which excite travellers to the Gold Coast; there is 70 kilometres of famous beaches, 100,000 hectares of World Heritage rainforest, unique Australian wildlife, dozens of Hinterland wineries and a network of islands in the calm Gold Coast Broadwater to keep everyone busy and active.

Natural attractions are central with legendary beaches and waterways a major feature, providing an idyllic backdrop for boating excursions, scenic flights and surf-based activities. Less than 30 minutes from the beach is Australia's largest expanse of subtropical rainforest, bordered by rural farmland and bush where travellers can encounter Australia's unique native wildlife and experience a taste of country life.

The Gold Coast is celebrated as one of Australia’s best shopping destinations, with everything from seven day late night shopping in Surfers Paradise, new retail precincts in Broadbeach and some of the nation’s largest shopping centres such as Pacific Fair and Robina Town Centre. Community markets are very popular right across the Gold Coast with farmers markets and craft markets held weekly from Main Beach to Mount Tamborine.

CULTURE AND CUSTOMS

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

LANGUAGE

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

WHAT TO BRING

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you’re in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

You must declare for inspection all food, plant material and animal products on arrival in Australia to ensure they are free of pests and diseases. Some products may require treatment to make them safe. Other items that pose pest and disease risks will be seized and destroyed by AQIS. You can dispose of high–risk items in quarantine bins in the airport terminal.
Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

WEATHER

The Gold Coast has a sub-tropical climate with plenty of sunshine year round (an average of 300 days a year).

Average summer temperatures range from 19 to 29 degrees Celsius (66 to 83 degrees Fahrenheit).

Average winter temperatures range from an average of 9 to 21 degrees Celsius (48 to 69 degrees Fahrenheit).

<table>
<thead>
<tr>
<th>Month</th>
<th>Summer</th>
<th>Autumn</th>
<th>Winter</th>
<th>Spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>28.5°C</td>
<td>27.6°C</td>
<td>20.3°C</td>
<td>28.1°C</td>
</tr>
<tr>
<td>Feb</td>
<td>28.3°C</td>
<td>25.9°C</td>
<td>20.5°C</td>
<td>27.9°C</td>
</tr>
<tr>
<td>Mar</td>
<td>27.6°C</td>
<td>21.2°C</td>
<td>20.5°C</td>
<td>26.7°C</td>
</tr>
<tr>
<td>Apr</td>
<td>25.9°C</td>
<td>21.2°C</td>
<td>19.2°C</td>
<td>26.7°C</td>
</tr>
<tr>
<td>May</td>
<td>23.3°C</td>
<td>13.4°C</td>
<td>10.6°C</td>
<td>26.7°C</td>
</tr>
<tr>
<td>Jun</td>
<td>23.3°C</td>
<td>10.6°C</td>
<td>9.2°C</td>
<td>26.7°C</td>
</tr>
<tr>
<td>Jul</td>
<td>25.2°C</td>
<td>9.2°C</td>
<td>9.8°C</td>
<td>26.7°C</td>
</tr>
<tr>
<td>Aug</td>
<td>26.7°C</td>
<td>12.1°C</td>
<td>17.4°C</td>
<td>19.2°C</td>
</tr>
<tr>
<td>Sep</td>
<td>28.1°C</td>
<td>15.0°C</td>
<td>19.2°C</td>
<td>28.1°C</td>
</tr>
<tr>
<td>Oct</td>
<td>26.4°C</td>
<td>17.4°C</td>
<td>19.2°C</td>
<td>26.4°C</td>
</tr>
<tr>
<td>Nov</td>
<td>26.4°C</td>
<td>19.2°C</td>
<td>19.2°C</td>
<td>26.4°C</td>
</tr>
<tr>
<td>Dec</td>
<td>26.4°C</td>
<td>19.2°C</td>
<td>19.2°C</td>
<td>26.4°C</td>
</tr>
</tbody>
</table>

Other Items You Might Need to Include (most can also be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

MEDICAL FACILITIES ON THE GOLD COAST

The Gold Coast has high medical standards. Major public hospitals include the Gold Coast Hospital at Southport and the Tweed Heads Hospital. Private hospitals and 24-hour clinics are available.

ELECTRICITY IN AUSTRALIA

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

MOBILE PHONES & LAPTOPS

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

ON YOUR FLIGHT

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.
Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don’t be afraid to ask airline staff if you have any questions.

If you are carrying more than AU$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

**MONEY**

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU$1500 to AU$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller’s Cheques or on an international credit card. Traveller’s cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller’s cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

- ATMs
  Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

- Credit Cards
  All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

- Banking
  Banks are generally open from 9.30am to 4.00pm, Mondays to Thursday and from 9.30am to 5.00pm on Fridays. There is an ATM near to Boarding House Reception, behind the Senior School Library.

To avoid extra banking fees when you turn 18, take your student ID card to the bank to obtain an exemption.

**SHOPPING**

Most stores in Australia are open between the hours of 9.00am to 5.00pm Monday to Friday and 9.00am to 4.00pm on Saturday and from 10.00 to 4.00pm on Sundays.

The major shopping centres close to St Hilda’s School are Australia Fair Shopping Centre (5 minutes’ walk) or Pacific Fair Shopping Centre.

**SAFETY**

The emergency phone number in Australia is **000**, or **112** if you are ringing from a mobile phone. You will then be asked if you are calling for the fire, police or ambulance service.

In Australia all government agencies, including police, are required to act fairly and honestly. They are there to assist the public, including international students, remain safe, and you should not be afraid to approach them for information or help.

Generally Australia is a safe place. However, like anywhere, you need to use common sense. Many students enjoy visiting the city or “Chinatown” on the weekends. It is very important to be aware of issues regarding safety when out late at night. Your host family will give you advice regarding safety, listen to their advice, and discuss your plans. Again, it is wise not to carry large sums of cash if you can avoid it.

**SUNSAFE**

Please be aware of the dangers of sunburn and do not stay in the sun for long periods of time without protection.

The Gold Coast has some beautiful beaches; however the beach is one area where it is very easy to become sunburnt in a very short space of time. It is worthwhile remembering that as well as being exposed to direct sunlight, you are also receiving
reflected sunlight from the water and the sand, trebling the intensity. It is essential to apply sunscreen often. While swimming at the beach, pay particular attention to warning signs and always swim ‘between the flags’ in patrolled areas. See Appendix 8.

MEDICAL TREATMENT

It is a condition of your student visa that you purchase Overseas Student Health Cover for the duration of your visa. You will need to buy Overseas Student Health Cover prior to coming to Australia. This is a necessary step to obtain your student visa from an Australian visa issue office and have health cover when you arrive.

To obtain your Student Visa from an Australian visa office you will need a Medibank Private receipt as proof of purchase of your Overseas Student Health Cover, together with enrolment documents as advised by the educational institution where you are enrolled.

Contact Medibank Private: +61 3 8622 5780
For more information on OSHC visit http://www.medibank.com.au/Overseas-Students/About-OSHC.aspx

LEGAL ISSUES

People are considered adults when they are 18 years old in Australia. Until this age, it is illegal to purchase alcohol, cigarettes or to enter casinos.

It is also important to note that legally you must wear a bicycle helmet if you intend to use a bicycle. The wearing of seat belts in cars is also compulsory for all occupants. Any illegal activity is a breach of your Student Visa.

There is an Asian Specialist Support Unit within the Queensland Police Department and this unit can assist students with further queries.

EMPLOYMENT

Students are not permitted to work without a valid work visa. While you are enrolled at St Hilda’s School, you may apply to the Department of Immigration and Border Protection (DIBP) for a work permit. Satisfactory academic results are required.

POSTAGE & MAIL

Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

The cost of posting a small letter for distribution in Australia is an AU$0.55 postage stamp which you affix to the envelope.

TELEPHONES

Making International Phone Calls from within Australia

0011 + the country code + the area code (if required) + phone number
APPENDIX 1: PREPARATION CHECKLIST

Before Leaving Home:

- Apply for passport.
- Arrange student visa.
- Make contact with institution.
- Arrange for immunisations and medications from my doctor.
- Apply for a credit card and/or arrange sufficient funds.
- Confirm overseas access to your funds with your bank.
- Make travel arrangements with your bank.
- Arrange travel insurance.
- Advise institution of travel details.
- Arrange transport from airport to accommodation [if applicable].

Pack bags being sure to include the following:

- Name and contact details of an institution representative.
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency.

Important documents:

- THIS HANDBOOK!
- Passport.
- Letter of offer.
- eCoE.
- Certified copies of qualifications & certificates.
- Travel insurance policy.
- ID cards, drivers licence, birth certificate (or copy).

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:

- Call home.
- Settle into accommodation.
- Contact institution.
- Attend international student orientation.
- Get student ID card.
- Advise health insurance company of address & get card.
- Open a bank account.
- Get textbooks.
- Start classes.
APPENDIX 2: WEBSITES FOR FURTHER INFORMATION


A copy of this brochure is available in other languages under “Policy” at: http://aei.gov.au/AEI/ESOS/QuickInfo/default.htm

Information for students living in Queensland: http://www.studyqueensland.qld.edu.au/living_qld/living_qld_home.asp


Queensland Studies Authority (QSA) www.qsa.qld.edu.au

Queensland Cultural Activities Calendar: http://www.arts.qld.gov.au/in2arts/


Currency Converter: http://www.xe.com/ucc/full/

Overseas Student Health Cover – the provider used by the School is Allianz: https://www.oshcallianzassistance.com.au/

APPENDIX 3: FREQUENTLY ASKED QUESTIONS

1. Do you require the Application Fee and the AEAS test prior to assessing applications?
   Yes. It is very important that we receive the Application Fee and the results of the AEAS test prior to making an offer. No offer will be made without either of these.

2. Will you accept an IELTS test instead of an AEAS Test?
   For students entering Years 7 to 12, the School requires the student to undertake an assessment through the Australian Education Assessment Services (AEAS). This can be done in the student’s home country, or here in Australia. Further information can be found at www.aeas.com.au.

3. Can the Application Fee of $275 be included in the funds to be paid as specified in the letter of offer?
   No. The Application Fee must be paid at the time of applying.

4. Is Homestay available?
   No, Homestay is not available. The school operates a Boarding House for students in Years 6 to 12. During term breaks and school holidays, the Boarding School closes and students must return home.

5. Will the School give a welfare undertaking as specified in the Student Visa application?
   Yes, provided that the student lives in the school’s Boarding House and pays boarding fees. There is no cost associated with giving this Welfare Undertaking.

6. Does the school consider family friends suitable guardians for the purposes of the Welfare Undertaking?
   No. Student Guardians must be a parent.

7. Do you offer intensive English tuition at the school prior to mainstream study?
   No. English Language Intensive High School Preparation Courses are offered at two colleges close to St Hilda’s School. Subject to prior arrangement and availability, Students enrolled with the School can stay in our Boarding House while attending an ELICOS school,
8. **Does the school have a specified level/grade in English that students need to achieve before starting the mainstream course or do you rely on teachers’ recommendations?**

   Bandscales Level 4 for students Year 10 and above.

9. **Do you require a personal interview with students close to the completion of ELICOS before confirming the enrolment?**

   Yes. Approximately one month prior to completion of their ELICOS course, the agent or student should contact us to arrange an interview. At that time, we require ELICOS centre’s progress reports and recommendations. We will also assess the student during a two hour test in the macro skills of reading, writing, listening and speaking.

10. **Do you offer ESL support?**

    Yes. We offer ESL classes to FFPOS students in Years 1 to 11 and drafting support to Year 12.

11. **How do you determine if students do ESL or mainstream English?**

    All international students do mainstream English with ESL as an adjunct.

12. **When will the school send direct reports to parents?**

    Reports are mailed at the end of Semester 1 and Semester 2.

13. **How often will the school keep in touch with parents other than the normal report?**

    A newsletter entitled The Extra is distributed weekly. For Boarders, a group email outlining updates from the Head of Boarding is sent regularly to parents.

14. **What is the distance from Southport CBD?**

    10 minutes’ walk or 2 minutes by car to shopping centres, banks, post office, movie theatres.

15. **What are the school library opening hours?**

    The Senior Library is open for Boarders and Daygirls as follows:
    
    Monday to Thursday 7.30am to 6.00pm
    Friday 7.30am to 5.00pm
    Sunday 1.30pm to 4.30pm
    
    The Library Catalogue is available from the St Hilda’s School home-page under Student Resources and additional databases of e-resources are available from Blackboard@mylibrary.

16. **Will the school assist students with purchase of uniforms and textbooks?**

    Yes. Uniform price lists are available in the Prospectus and on the website.

    Textbooks are available from the School Bookshop.

17. **Will the school assist students to arrange private tuition if required?**

    Yes.

18. **Will the school assist students with opening a bank account?**

    Yes. We would require an authorisation letter from parents and funds to open the account.

19. **Are there any internet service charges for students?**

    No.

20. **Do students need to bring a laptop/computer with them?**

    Students in Year 4 to 10 are required to have an iPad for their personal and educational use. Students in Years 11 to 12 may choose to bring an iPad or a MacBook laptop. It is important that the laptop has software that allows Office type documents to be opened, read and saved. Pages and Keynote for MacBooks can perform this task, or you may choose to get the student version of Office. We also support students who bring PC laptops.
21. **What specifications do you recommend?**

In Years 4 – 10 students may use any iPad currently available. We make no stipulation as to size, but given that in addition to the educational apps, students are also permitted to store personal items such as music and video collections, games and other apps on their iPad, a minimum of 32Gb seems a popular choice. Either an iPad mini or full size is appropriate, depending on your daughters’ preference. We do encourage you to consider a Logitech Keyboard for the iPad.

In senior years, either an iPad as described, or any reasonably current MacBook or PC laptop will be appropriate.

22. **When will the school invoice parents?**

First semester’s fees are due after receipt of the Letter of Offer and prior to issue of the CoE (Confirmation of Enrolment) and Visa Application with the Australian Department of Immigration.

After student commencement, payments are to be paid on the first day of term or prior to the start of every term.

23. **Bank account details for telegraphic transfer:**

<table>
<thead>
<tr>
<th>Account Name:</th>
<th>St Hilda’s School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number:</td>
<td>01 722 9207</td>
</tr>
<tr>
<td>Name of Bank:</td>
<td>National Australia Bank</td>
</tr>
<tr>
<td>Branch:</td>
<td>Southport Queensland 4215 Australia</td>
</tr>
<tr>
<td>BSB Number:</td>
<td>084 917</td>
</tr>
</tbody>
</table>

24. **Can fees be paid with credit card?**

Yes. Visa, Mastercard, American Express, Diners Club are accepted.

Please note that St Hilda’s School Council recovers the cost of accepting credit card payments directly from the cardholder. All credit card payments received through Smartpay, over the telephone, in person and in writing will incur a fee at the current rate as charged by the cardholder’s institution. This will apply throughout the School including the Uniform Shop, the Aquatic Centre and the Accounts Office. It does not apply to donations to the School Building Fund or to other fundraising contributions.

25. **How can Uniform charges be paid?**

Cheque, cash, credit card unless prior arrangements are made to charge to a Student’s Account.

26. **How can Textbook charges be paid?**

Cheque, cash, credit card unless prior arrangements are made to charge to a Student’s Account.

27. **Does the school have a medical centre on campus?**

The Health Centre provides on-site care. Qualified health professionals serve the Boarding School throughout the day between 7.00 am to 8.30 pm Monday to Thursday; 7.00am to 4.30pm Friday; 8.30am to 12.30pm Saturday and 3.30pm to 8.30pm Sunday. An on-call doctor service is available for out-of-hours consultation. Parents may nominate a doctor of choice to attend their daughter.

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### For Boarding Students

28. **How many boarders do you have?**

170 students from Australia and overseas.

29. **For junior boarders, how many students share a room?**

A single cubicle space, with bed, desk, wardrobe, bookshelf, storage space and shelving, with a door, within a dormitory.

30. **For Year 11 boarders, single or twin-shared rooms?**

Year 10 and Year 11 boarders have twin share rooms (22 double rooms). The 44 girls can access four toilets, seven showers, one disabled toilet and shower.
31. **For year 12 boarders, single rooms?**

There are 37 single rooms available for Years 11 and 12 boarders. The 37 girls can access eight toilets and eight showers. More senior accommodation consisting of 14 single rooms, 4 showers, 3 toilets and one disabled toilet and shower was built in 2015.

32. **When do Boarders do homework / after-hours preparation?**

Boarders’ Prep is held in the Senior Library and their own rooms as follows:

- Monday to Thursday 5.00pm to 6.30pm and 7.00pm to 8.30pm with total time dependant on year level.

33. **Do students need to bring their own doona, pillow and linen?**

Doona and 2 doona covers only. Pillows are optional.

34. **Can the school purchase the doona and doona covers for students?**

No. Shops selling doonas and covers are located near the School.

35. **Can you loan the doona, pillow and linen to students on their arrival?**

Pillow and bed linen (excluding doona covers) are supplied by the school.

36. **How many meals are provided per day during weekdays?**

Three meals (breakfast, lunch, dinner) plus morning tea, afternoon tea and supper. The food provided is varied and plentiful.

37. **How many meals are provided per day during weekends?**

Three meals (breakfast, lunch, dinner) plus morning tea, afternoon tea and supper.

38. **How much pocket money do you suggest per week?**

Approximately AUD $30.00

39. **Can the boarding house mistress give pocket money to students for parents?**

No. However, an arrangement can be made to leave money with Boarders’ Reception and a specified amount issued each week.

40. **What would be the best time for parents to phone their children?**

Between 3.30pm and 5.00pm OR 7.30pm and 8.30pm.

41. **Boarding school telephone number:**


42. **How can students make phone calls in the boarding school?**

Boarders can use a Phonecard, mobile phone or Skype.

43. **What are the laundry arrangements?**

Boarding House staff wash student uniforms, bed linen and towels. Students must wash their own underclothes and weekend and after-school clothes in the School laundry. However support is provided for younger boarders.

All uniforms and personal items must be clearly labelled with the student’s name.

44. **Does the school have internet access in each student’s room and/or private cubicle?**

Yes. Data points are located in each room and cubicle and students require their own iPad or MacBook in these areas. Wifi is also available throughout the Boarding Houses. Internet access is available from 5.00am to 11.00pm daily.
45. Do you have extra charges for:
   Laundry – No
   Facsimile – No
   Internet - No

46. What activities will be provided for Boarders during weekends?
   Sport options such as tennis, netball, swimming; entertainment options such as ice-skating, ten-pin bowling, dances and movies. The cost of weekend activities is charged to the Student Account.

47. Are there any compulsory weekend sports/activities that Boarders must attend?
   No. Students choose to belong to teams that play in Inter-School Competitions on weekends. However, students are encouraged to participate in two co-curricular activities per semester.

48. Other issues for our advisers to be aware of:
   Every boarder must attend Boarders’ Chapel on Thursday from 5.30pm to 6.00pm.
   The School prefers that students are enrolled in at least one co-curricular activity per term.
   Every boarder MUST have an Emergency Contact person who lives within two to three hours from the School campus and who agrees to collect the child in case of contagious illness or the student is not well.

APPENDIX 4: IMPORTANT INFORMATION AND EMERGENCY CONTACTS:

St Hilda’s School
52 High Street
SOUTHPORT QLD  4215
Telephone: +617 55324922
Email: enrolments@sthildas.qld.edu.au

International Admissions Officer
Ms Therese Russell
Telephone: +617 5532 4922
Email: enrolments@sthildas.qld.edu.au
Facsimile: +617 5532 4056

Head of Boarding
Mrs Gayle Churchill
Tel: + 61 7 0414 484242
Email: gchurchill@sthildas.qld.edu.au

Boarders’ Reception
Reception: 07 5577 7370
Senior House Duty Manager: 07 5577 7390
Junior House Duty Manager: 07 5577 7388

Police, Fire, Ambulance
000

Overseas Students Ombudsman
1300 362 072

Translating and Interpreting Service
131 450

Medical Centres
Allamanda Private Hospital
21 Spendelove Ave, Southport QLD 4215
(07) 5532 6444

Pindara Private Hospital
Allchurch Avenue, Benowa QLD 4217
(07) 5588 9888
Emergency Contact – During School Hours

If you or a parent needs to contact the School urgently with regard to a student, please telephone +61 7 5532 4922 and speak to the appropriate Head of School

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Junior School (Prep to Year 6)</td>
<td>Mrs Lisa Cleverly</td>
<td><a href="mailto:lcleverly@sthildas.qld.edu.au">lcleverly@sthildas.qld.edu.au</a></td>
</tr>
<tr>
<td>Head of Middle School (Years 7 to 9)</td>
<td>Mrs Susan Sanburg</td>
<td><a href="mailto:ssanburg@sthildas.qld.edu.au">ssanburg@sthildas.qld.edu.au</a></td>
</tr>
<tr>
<td>Head of Senior School (Years 10 to 12)</td>
<td>Mrs Caroline Brodar</td>
<td><a href="mailto:cbrodar@sthildas.qld.edu.au">cbrodar@sthildas.qld.edu.au</a></td>
</tr>
</tbody>
</table>

Emergency Contact – After School Hours

Before and after School, please telephone +61 7 5577 7219:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Boarding</td>
<td>Mrs Gayle Churchill</td>
<td><a href="mailto:gchurchill@sthildas.qld.edu.au">gchurchill@sthildas.qld.edu.au</a></td>
</tr>
</tbody>
</table>

*Contact before or after school hours should be in case of emergency only.*
APPENDIX 5: USEFUL MAPS

St Hilda's School – 52 High Street, Southport

Part of the Gold Coast around St Hilda’s School
### APPENDIX 6: QUICK FACTS

| **Principal / Headmaster / Head of School** | Mr Peter Crawley (also known as Head of School)  
Telephone: +617 5577 7205  
Email: principal@sthildas.qld.edu.au |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| **International Admissions Officer / Overseas Student Co-ordinator** | Ms Therese Russell  
Telephone: +617 5532 4922  
Email: enrolments@sthildas.qld.edu.au  
Facsimile: +617 5532 4056 |
| **Head of Boarding** | Mrs Gayle Churchill – gchurchill@sthildas.qld.edu.au  
Deputy Head of Boarding | Mrs Alison Mazey – amazey@sthildas.qld.edu.au  
Tel: + 61 7 0414 484242 |
| **Year Established** | In 1912 by the Corporation of the Synod of the Diocese of Brisbane, trading as St Hilda’s School |
| **School Type** | Girls Only  
Pre-Prep to Year 12  
Anglican  
Day and Boarding |
| **CRICOS registered Courses** | Primary Years P-6  
Secondary Junior Years 7-10  
Secondary Senior Years 11-12 |
| **Min. and max. ages of students accepted** | Youngest age of students accepted is Pre-Prep entry – 4 years  
Oldest age of students accepted is Year 11 entry |
| **Accommodation Options approved by School** | Boarding or Living with one of their Parents (NB. No provision for Homestay) |
| **Location Description** | Southport on Queensland’s Gold Coast |
| **Size of School** | 1200 |
| **Source countries of overseas students** | Korea, Taiwan, China, Papua New Guinea, Japan, Russia, Phillipines, New Caledonia. |
| **ELICOS if required** | The School will advise on the need for ELICOS after AEAS testing |
| **ESL Support if required** | Some ESL support is available at the School. |
| **Access / distance from nearest international airport and airport transfers** | St Hilda’s is approximately one hour drive from Brisbane International Airport. Coachtrans provide an airport transfer to the School’s Boarding House |
| **OSHC Information** | The School can arrange the Overseas Student Health Cover through Allianz and will add the cost to the student’s account. |
APPENDIX 7: INTERNATIONAL STUDENT POLICIES

It is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa. Your daughter’s student visa will include conditions that require her to progress satisfactorily. To that end, it is a requirement of St Hilda’s School that she:

- demonstrates satisfactory course progress as determined by the School
- completes the course within the expected duration of study (in normal circumstances)
- maintains satisfactory course attendance, and
- abides by the School’s Code of Conduct and the School Expectations.

BEHAVIOUR POLICY / CODE OF CONDUCT

All students enrolled in the school are required to abide by the St Hilda’s Code of Conduct and the School Rules. Parents undertake that their daughters will abide by the Code of Conduct and the School Rules when they sign the Application for Admission and Enrolment Contract.

- Where a student is in breach of the Code of Conduct or the School Rules, she will have this brought to her attention by a member of the teaching or administration staff
- Where the unacceptable behaviour continues, disciplinary procedures will be applied and, in the case of serious misdemeanours, her parents will be notified, and both the student and the parents will have an opportunity to discuss the matter in person or by other means.
- If serious misdemeanours continue, the Head of School may ask the student to leave the school
- If a breach of the law occurs, the Head of School may ask the student to leave the school whether any previous serious breaches have occurred or not.

COURSE PROGRESS AND ATTENDANCE POLICY

1. Course Progress
   (a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
   (b) The course progress of all students will be assessed at the end of each study period (one semester) of enrolment.
   (c) Students who have begun part way through a semester will be assessed after one full study period of attendance.
   (d) To demonstrate satisfactory course progress, students will need to achieve a satisfactory level (C grade) in 65% of the subjects studied or demonstrate an Effort Rating of at least 3 in 65% of units studied (Effort Rating 3: The student generally participates actively in class activities. She is generally prepared, punctual and respectful of the learning environment. The student generally works to improve her skills and understanding. She completes some tasks to the best of her ability)...
   (e) If a student does not achieve competency in at least 65% of units studied in an assessment period or an Effort Rating of 3 in 65% of units studied, the Head Curriculum / relevant Head of School will meet with the student to develop an intervention strategy for academic improvement. This may include:
      i) After hours tutorial support
      ii) Subject tutorial support in class time
      iii) Mentoring
      iv) Additional ESL support
      v) Change of subject selection, or reducing course load (without affecting course duration)
      vi) Counselling – time management
      vii) Counselling -academic skills
      viii) Counselling - personal
      ix) other intervention strategies as deemed necessary
   (f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.
   (g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Head of Teaching and Learning / relevant Head of School and records of student response to the strategy will be kept.
(h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, St Hilda’s School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process.

(i) The school will notify the National ESOS Authority via PRIMS of the student not achieving satisfactory course progress as soon as practicable where

1. the student does not access the complaints and appeals process within 20 working days, or
2. withdraws from the complaints and appeals process, or
3. the complaints and appeals process results in favour of the school

2. Completion within expected ration of study

a) As noted in 1(a), the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

c) The school will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:

i) compassionate or compelling circumstances (See 4. Definitions)

ii) student participation in an intervention strategy as outlined in 1.e.

iii) an approved deferment or suspension of study has been granted in accordance with St Hilda’s School’s Deferment, Suspension and Cancellation Policy.

d) Where the school decides to extend the duration of the student’s study, the school will report this change via PRIMS within 14 days and/or issue a new CoE if required.

3. Monitoring Course attendance

a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

b) Student attendance is:

i) checked and recorded daily

ii) assessed regularly

iii) recorded and calculated over each study period.

c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Head of School.

d) Any absences longer than 5 consecutive days without approval will be investigated.

e) Student attendance will be monitored by the Registrar every 2 weeks over a study period to assess student attendance using the following method.

i) Calculating the number of days the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%

ii) Any period of exclusion from class will be included in student attendance calculations.

f) Parents of students at risk of breaching St Hilda’s School’s attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10% and again at 15% during any assessment period.

g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Hilda’s School will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.

h) The school will notify the National ESOS Authority via PRIMS of the student not achieving satisfactory course attendance as soon as practicable where:

i) the student does not access the complaints and appeals process within 20 working days

ii) withdraws from the complaints and appeals process

iii) the complaints and appeals process results in a decision for the school.

i) Students will not be reported for failing to meet the 80% threshold where:

i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and

ii) has not fallen below 70% attendance.
j) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.

k) If a student is assessed as having nearly reached the threshold for 70% attendance, the Head of School will assess whether a suspension of studies is in the interests of the student as per St Hilda's School's Deferment, Suspension and Cancellation Policy.

l) If the student does not obtain a suspension of studies under the St Hilda's School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.k – 3.l.

4. **Definitions**

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

i) serious illness, where a medical certificate states that the student was unable to attend classes

ii) bereavement of close family members such as parents or grandparents

iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies

iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

v) where the School was unable to offer a pre-requisite unit

vi) inability to begin studying on the course commencement date due to delay in receiving a student visa. For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) School day – any day for which the school has scheduled course contact hours

d) Study period – a discreet period of study within a course which cannot exceed 24 weeks. St Hilda’s School defines a “study period” for the purposes of monitoring course attendance and progress as one semester.

**WELFARE AND ACCOMMODATION POLICY**

It is a condition of the student visa that students under the age of 18 maintain adequate welfare and accommodation arrangements. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements.

It is School Policy that:

(a) Visa students in the Preparatory Year to Year 6 are required to have one of their parents residing on the Gold Coast to supervise and be responsible for them. In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIBP for the purposes of visa application.

(b) Visa students in Years 6 to 12 are required to either:

(i) have one or both of their parents residing on the Gold Coast to supervise and be responsible for them. In this case, the School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIBP for the purposes of visa application

(ii) live in the School’s Boarding House to ensure that students are safe and properly cared for, and to provide suitable conditions for study. In this case the School will provide the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).

All Boarding House Staff are required to satisfy the relevant requirements of the Commission for Children and Young People and Child Guardian Act, 2000.

**Exceptions**

Where one parent comes to live on the Gold Coast, a boarding student in Years 6 to 12 may apply to live outside the boarding house with her parent. It should not be assumed that this will always be possible. In order for this to happen, a term’s notice of intention to leave the Boarding House is required or a term’s boarding fees will be charged in lieu of notice. If the parent should for any reason leave the Gold Coast, the student is required to return to the Boarding House.

When legally binding arrangements exist, the School will agree to allow parents to arrange for the student to live with an adult normally resident in the State, including by appointing the adult to act on the student’s behalf in all matters about the
student while the student is in the State and the parents have provided the documentary evidence of the appointment of the said adult to the School and the School is satisfied that the arrangement is binding on the appointee.

Parents on Student Guardian Visas
If for any reason a parent needs to leave the Gold Coast temporarily without the student, written approval must be obtained from the Head of School relating to the arrangements for the student’s welfare and accommodation arrangements. It is a visa condition for parents on Student Guardian Visas to ensure that appropriate arrangements for the student’s accommodation and welfare have been made. Permission needs to be obtained from the School Head of School and the Department of Immigration and Border Protection (DIBP) prior to leaving.

School Vacation Arrangements for Boarders
For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age:

(a) Student returns home to parents
(b) Student is placed in Vacation Homestay (see below)
(c) Student may spend vacation with friend’s family or relatives if all requirements are met in order to attain school approval and host is approved by the parents
(d) Student may attend a supervised excursion, Exchange, or camp such as the Sony Camp if all requirements are met in order to attain school approval and are approved by the parents.

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to Department of Immigration and the student will need to contact Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.immi.gov.au/contacts/australia/index.htm). This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.

These arrangements cannot be extended into term time.

Vacation Homestay
Homestay Programs operated by Imagine Education meet Queensland legislative requirements under Education (Overseas Students) Regulation 1998 s9 and the Commission for Children and Young People and Child Guardian as well as under Standard 5 of the National Code. These include:

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
- Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student’s enrolment at the school
- Criteria about accommodation services to be provided, and contract
- for arrangements about providing accommodation services
- Orientation program from families new to provision of homestay services
- Bluecard for adults living in the homestay other than overseas students
- Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program

REFUND POLICY

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed or an amount is paid for a registered course.

1. This Refund Policy outlines refunds applicable to course fees* paid to the School including any course fees paid to an education agent to be remitted to the School.
2. Any service fees paid to education agents or other third parties by students (or parent(s)/legal guardian if the student is under 18) are not covered by this Refund Policy.
3. The Application Fee ($275) and Enrolment Fee ($980) are both non-refundable. Note: in the event of visa refusal, the Enrolment Fee will be refunded according to paragraph 7 (below).
4. Payment of Course Fees and Refunds
   a) Fees are payable one semester in advance.
   b) All fees must be paid in Australian dollars.
c) If the student changes visa status (e.g., becomes a temporary or permanent resident), she will continue to pay full overseas student’s fees for the duration of that term.*

d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing.

e) Refunds will be paid to the person who enters into the written agreement unless the School receives written direction from the person who has signed the Enrolment Contract.

5. All notifications of withdrawal from a course must be made in writing to the Head of School.

6. Notification of withdrawal after commencement of the course requires one term’s notice in writing to the Head of School. If a term’s notice is not given, a term’s fees will be charged in lieu of notice.

7. **Student Default (Visa refusal)**

a) If a student’s visa application is refused by the Department of Immigration and the student fails to or cannot start a course, or withdraws from the course on or before the agreed starting date, the School will refund within four weeks the total amount of course fees* received by the School before the student’s default day where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.

b) If a student whose visa has been refused withdraws from the course after it has commenced, the School will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees** received by the school with respect to the student within the period of four weeks after the day of student default.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).**

8. **Student Default (other)**

a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

b) **Non-Tuition fees** will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term’s fees will be refunded from the semester* tuition fee.

d) If up to one semester’s tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) at least four (4) weeks prior to the first day of the agreed commencement term, the School will refund 100% of tuition and non-tuition fees (except the non-refundable application fee of $275, and enrolment fee of $980).

e) If up to one semester’s tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than four (4) weeks prior to the first day of the agreed commencement term, the School will refund the amount of prepaid fees less the following amounts:

i) Tuition fees for one term of study, if written notice is received less than four weeks prior to commencement of the course.

ii) Tuition fees for two terms of study, if written notice is received after the first day of the agreed commencement term and before the last day of the second term.

iii) No amount will be refunded if written notice is received after two terms (one semester) of the payment period has passed.

f) If more than two semester’s (one year’s) tuition fees have been prepaid in one amount, refund provisions under (d) and (e) above will apply for tuition fees paid for the first two semesters, and any remaining unused tuition fees after this will be refunded.

g) No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:

i) Failure to maintain satisfactory course progress (visa condition 8202). Please refer to “Course
Progress and Attendance Policy” section of the St Hilda’s International Students Handbook.

ii) Failure to maintain satisfactory attendance (visa condition 8202). Please refer to “Course Progress and Attendance Policy” section of the St Hilda’s International Students Handbook.

iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please refer to “Welfare and Accommodation Policy” section of the St Hilda’s International Students Handbook.

iv) Failure to pay course fees.

v) Any behaviour identified as resulting in enrolment cancellation in St Hilda’s School’s Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs. Please refer to “Deferment, Suspension and Cancellation Policy” section of the St Hilda’s International Students Handbook.

9. School Default

a) If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* paid to the School will be made within 14 days of the agreed course starting day.

b) If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* paid to the School will be made within 14 days of the course School’s default day. 

*Calculation of the refund due in this case is prescribed by a legislative instrument (s7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

b) If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* paid to the School will be made within 14 days of the course School’s default day. 

*Calculation of the refund due in this case is prescribed by a legislative instrument (s7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

c) In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student is advised to seek assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation

10. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

* DEFINITIONS:

i) Non-tuition fees – fees not directly related to provision of the student’s course, including boarding, stationery, year-level camps, uniform and other ancillary fees.

ii) Tuition fees – fees directly related to the provision of the student’s course, including tuition fees, textbook levies, curriculum-based excursion fees, etc.

iii) Course fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

iv) Study period – there are four school terms throughout the year. There are two semesters per year comprised of two terms each.

TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

1. Overseas students are restricted from transferring from their Head of School course of study for a period of six months. This restriction also applies to any course(s) packaged with their Head of School course of study. Exceptions to this restriction are:

a) If the student’s course or school becomes unregistered

b) The school has a government sanction imposed on its registration

c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests

d) If the student is granted a Letter of Release.

2. Students can apply to the Head of School for a letter of release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the Head of School course of study or is under 18 years of age, conditions apply
3. ST Hilda’s School will only provide a letter of release to students before completing the first six months of their Head of School course in the following circumstances:
   a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
   b) It has been agreed by the school the student would be better placed in a course that is not available at St Hilda’s School.
   c) Any other reason stated in the policies of St Hilda’s School.

4. Students under 18 years of age MUST also have
   a) Written evidence that the student’s parent(s)/legal guardian supports the transfer
   b) Written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent/legal guardian or a suitable nominated relative
   c) Evidence that the student is always in DIBP approved welfare and accommodation arrangements

5. St Hilda’s School will NOT provide a letter of release to students before completing first six months of their Head of School course in the following circumstances:
   a) The student’s progress is likely to be academically disadvantaged
   b) St Hilda’s School is concerned that the student’s application to transfer is a consequence of the adverse influence of another party
   c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
   d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
   e) School fees have not been paid for the current study period.

6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest DIBP Office can be obtained through the Immigration website http://www.immi.gov.au/contacts/australia/index.htm

   Other contact details for
   Department of Immigration are:
   Tel: 131 881 and E:
   student_centre@immi.gov.au

8. It is a requirement under Queensland legislation that letters of release, whether provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

9. All applications for transfer will be considered within 7 working days and the applicant notified of the decision.

10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Hilda’s School’s complaints and appeals policy.

**COMPLAINTS AND APPEALS (GRIEVANCE) POLICY**

*(A copy of this Policy will be provided to the student before any contact is entered into and again within 7 days of commencement of the course)*

Processes are found in the St Hilda’s Communication Policy and Manual.

1. **Purpose**

   The purpose of St Hilda’s School’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

   These internal procedures are a conciliatory and non-legal process.

2. **Complaints against other students**

   Grievances brought by a student against another student will be dealt with under the School’s Communication Policy and Manual.

3. **Informal Complaints Resolution**
a) In the first instance, St Hilda’s School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, St Hilda’s School’s internal formal complaints handling procedure will be followed.

b) Students should contact
   i) for academic issues: the student’s teacher or Head of Curriculum
   ii) for boarding issues: the Head of Boarding

   in the first instance to attempt mediation/informal resolution of the complaint.

c) If the matter cannot be resolved through mediation, the matter will be referred to the Head of School.

4. **Formal Complaints Handling Procedure**

   a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

   b) The student must notify the School in writing of the nature and details of the complaint or appeal. c) Written complaints or appeals are to be lodged with the Head of School.

   d) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.

   e) Complaints and appeals processes are available to students at no cost.

   f) Each complainant has the opportunity to present his/her case to the Head of School.

   g) Students and/or the School may be accompanied or assisted by a support person at all relevant meetings. h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Head of School.

   i) Once the Head of School has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and a copy will be retained on the student’s file.

   j) If the grievance procedure finds in favour of the student, St Hilda’s School will immediately implement the decision and any corrective and preventative action required, and advised the student of the outcome. k) St Hilda’s School undertakes to finalise all grievance procedures within 14 working days.

   l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

In all processes of a complaint or grievance St Hilda’s School will be guided by the Procedural Fairness Policy. Procedural fairness is a basic right of all individuals. In cases where there is a perceived incongruence between an individual’s actions and St Hilda’s School Expectations and Policies, the School will aim for a fair decision reached by an objective decision making process.

5. **External Appeals Processes**

   a) If a student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The external appeal process should be accessed within 2 weeks of the decision.

   b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Hilda’s School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072.

   c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

   The Manager
   International Quality (Schools) Unit
   DETE LMB
   527
   BRISBANE QLD 4001

6. **Other legal redress**

Nothing in the School’s Complaints and Appeals Policy negates the right of any overseas student to pursue other legal remedies.

7. **Definitions**

   a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
b) Student – a student enrolled at St Hilda’s School or the parent(s)/legal guardian where that student is under 18 years of age

c) Support person – for example, a friend/teacher/relative not involved in the grievance

**DEFERMENT, SUSPENSION AND CANCELLATION POLICY**

1) **Deferment of commencement of study requested by student**
   a) St Hilda’s School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
      i) illness, where a medical certificate states that the student was unable to attend classes
      ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   b) The final decision for assessing and granting a deferment of commencement of studies lies with the Head of School.
   c) Deferment will be recorded on PRISMS dependent on the student’s CoE status.

2) **Suspension of study requested by student**
   a) Once the student has commenced the course, St Hilda’s School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
      i) illness, where a medical certificate states that the student was unable to attend classes
      ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   b) Suspension will be recorded on PRISMS.
   c) The period of suspension will not be included in attendance calculations.
   d) The final decision for assessing and granting a suspension of studies lies with the Head of School.

3) **Student initiated cancellation of enrolment**
   a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Head of School. Please see St Hilda’s School’s Refund Policy for information regarding refunds.

4) **Assessing requests for deferment or suspension of studies**
   a) Applications will be assessed on merit by Head of School.
   b) All applications for deferment or suspension will be considered within 10 working days.

5) **Exclusion from class (1 – 28 days)**
   a) St Hilda’s School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St Hilda’s School’s Expectations or Policies. This includes smoking, drinking of alcohol and possession or taking of drugs.
   b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School.
   c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
   d) Exclusions from class will not be recorded on PRISMS.
   e) Periods of exclusion from classes will not be included in attendance calculations as per St Hilda’s School’s Course Progress and Attendance Policy.

6) **School initiated suspension of studies (28 days +)**
a) St Hilda’s School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in St Hilda’s School’s Expectations or Policies.

b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School.

c) Students who have been suspended for more than 28 days may need to contact DIBP.

d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School.

e) Suspensions will be recorded on PRISMS.

f) The period of suspension will not be included in attendance calculations.

7) Cancellation of enrolment

a) St Hilda’s School will cancel the enrolment of a student under the following conditions;

   i) Failure to pay course fees
   ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
   iii) Any behaviour identified as resulting in cancellation in St Hilda’s School’s Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs.

b) St Hilda’s School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP which will result in automatic cancellation, which may impact on a student’s visa.

c) St Hilda’s School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

d) School initiated cancellation of enrolment is subject to St Hilda’s School Complaints and Appeals Policy (See 8. Complaints and Appeals).

8) Complaints and Appeals

a) Student requested deferment and suspension are not subject to St Hilda’s School’s Complaints and Appeals (Grievance) Procedures.

b) Exclusion from class is subject to St Hilda’s School’s Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Hilda’s School’s Complaints and Appeals Policy.

d) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Head of School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If students access St Hilda’s School’s complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the School need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the School has issued a CAAW for a student, welfare provisions under NC St S.3 are applicable.

f) Extenuating circumstances include;

   i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
   ii) the student is missing
   iii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing
   iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v) is at risk of committing a criminal offence, or
   vi) the student is the subject of investigation relating to criminal matters

g) The use of extenuating circumstances by St Hilda’s School to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the Head of School.
9) Student Advice
   a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

10) Definitions
    a) Day – *any day including weekends and public holidays in or out of term time.*
APPENDIX 8: BEACH SAFETY

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don’t try and swim against it.

And remember – NEVER

Never swim at unpatrolled beaches
Never swim at night
Never swim under the influence of alcohol
Never run and dive into the water
Never swim directly after a meal

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. The larger the surf the stronger the rip. Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

If you are caught in a rip Don’t Panic - stay calm

If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore.

If you are a weak or tired swimmer, float with the current, don’t fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.

Remember to stay calm and conserve your energy.
Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm’s length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, and then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duck dive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.
APPENDIX 9: ESOS FRAMEWORK

APPENDIX 10: OVERSEAS STUDENT OMBUDSMAN

International Students Handbook (21.07.2015) T: James Admin\Admin\Enrolments
The Corporation of the Synod of the Diocese of Brisbane trading as St Hilda's School Registered CRICOS Provider No 00510M